February 2009

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sat
Wee	k1 Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
1	2 ◆ Respectful Workplace: Managers ◆ Organizational Policies and Practices ◆ New Supervisory	3 ◆ Respectful Workplace: Managers	4 ♦ Respectful Workplace: Staff—AM & PM	5 • Communications Breakdown—AM • Generations for Staff— PM	6 Special Projects	7
Wee	k2 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Trii-Cities	Nashville	
8	9 ◆ Respectful Workplace: Staff—AM & PM ◆ Organizational Policies and Practices ◆ Communication Breakdown—AM	10 ◆ Respectful Workplace: Manager's	11 ◆ Respectful Workplace: Staff—AM & PM	12 ◆ Communications Breakdown—AM ◆ Generations for Staff – PM Nashville Respectful Workplace: Staff—AM & PM	Special Projects	14
Wee	Nashville k 3	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
15	• Respectful Works e: Managers (5) • Respectful Works e: Managers (5) • Mana	17 ◆ Organizational Policies and Practices OR ◆ Becoming A Change Agent	18 ◆ Giving Employee Feedback (MP) OR ◆ Principles for Positive Performance	19 ◆ New Supervisory Leadership Development OR ◆ Customer Service Zone	20 Special Projects	21
Week	, 4 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Tri-Cities	Nashville	
22	Giving Employee Feedback (MP) Respectful Workplace: Managers Generations: Staff—AM & PM	◆ Organizational Policies and Practices OR ◆ Becoming a Change Agent	25	New Supervisory Leadership Development OR Customer Service Zone Nashville	Projects	28
	Q.I.II	Nashville ◆ Becoming a Change		♦ Customer Service Zone	Pear lear	egic enin

<u>March 2009</u>

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sat
Wee	k1 Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
1	2 ◆ Respectful Workplace: Managers ◆ Organizational Policies and Practices ◆ New Supervisory	3 ◆ Respectful Workplace: Managers	4 ◆ Respectful Workplace: Staff—AM & PM	5 • Communications Breakdown—AM • Generations for Staff— PM	6 Special Projects	7
Wee		Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Trii-Cities	Nashville	
8	 Respectful Workplace: Staff—AM & PM Organizational Policies and Practices Communication Breakdown—AM 	10 ◆ Respectful Workplace: Manager's	11 ◆ Respectful Workplace: Staff—AM & PM	12 • Communications Breakdown—AM • Generations for Staff – PM Nashville Respectful Workplace: Staff—AM & PM	Special Projects	14
Wee	k3 Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
15	16 ◆ Respectful Workplace: Managers ◆ Giving Employee Feedback (MP) ◆ Principles for Positive	17 ◆ Organizational Policies and Practices OR ◆ Becoming A Change Agent	18 • Giving Employee Feedback (MP) OR • Principles for Positive Performance	19 ◆ New Supervisory Leadership Development OR ◆ Customer Service Zone	20 Special Projects	21
Wee	k4 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Tri-Cities	Nashville	
	 ◆ Giving Employee Feedback (MP) ◆ Respectful Workplace: Managers ◆ Generations: Staff—AM & PM 	 Organizational Policies and Practices OR Becoming a Change Agent Nashville Becoming a Change 	 Giving Employee Feedback (MP) OR Principles for Positive Performance 	 New Supervisory Leadership Development OR Customer Service Zone Nashville Customer Service Zone 	Special Projects	gie
29	30	31		1	Learn Soluti	ning ons

April 2009

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sat
	Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
			1	2	3	4
Weel	k 1					
5	6	7	8	9	10	11
	♦ Respectful Workplace: Managers	♦ Respectful Workplace: Managers	♦ Respectful Workplace: Staff—AM & PM	♦ Communications Breakdown—AM	Special Projects	
	♦ Organizational Policies and Practices			◆ Generations for Staff— PM	No Workshops No Holiday Nashville	
	♦ New Supervisory				No Wo. Holiday	
Weel	₹2 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Trii-Cities	Nashville	
	13	14	15	16	17	18
	♦ Respectful Workplace: Staff—AM & PM	♦ Respectful Workplace: Manager's	◆ Respectful Workplace: Staff—AM & PM	♦ Communications Breakdown—AM	Special Projects	
	 Organizational Policies and Practices 			◆ Generations for Staff – PM	·	
	♦ Communication Breakdown– AM			Nashville Respectful Workplace: Staff—AM & PM		
Weel	Nashville { 3	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
19	20	21	22	23	24 Nashville	25
	♦ Respectful Workplace: Managers	 Organizational Policies and Practices 	◆ Giving Employee Feed- back (MP)	♦ New Supervisory Leadership Development	Special Projects	
	♦ Giving Employee Feed-	OR	OR	OR	·	
	back (MP) ◆ Principles for Positive	Becoming A Change Agent	♦ Principles for Positive Performance	♦ Customer Service Zone		
Weel	Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Tri-Cities	Nashville	
	27	28	29	30		_
20	♦ Giving Employee Feed- back (MP)	Organizational Policies and Practices	♦ Giving Employee Feed- back (MP)	♦ New Supervisory Leadership Development	Special	
	◆ Respectful Workplace:	OR	OR	OR	Projects	
	Managers ◆ Generations: Staff—AM	Becoming a Change Agent	◆ Principles for Positive Performance	♦ Customer Service Zone		
	& PM	Nashville ◆ Becoming a Change		Nashville ◆ Customer Service Zone	Strate	gic
			•	•	Learn Solution	ing

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sat
	Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
					1	2
Wee	k 1					
3	 Respectful Workplace: Managers Organizational Policies and Practices New Supervisory 	5 ◆ Respectful Workplace: Managers	6 ◆ Respectful Workplace: Staff—AM & PM	7 • Communications Breakdown—AM • Generations for Staff— PM	8 Special Projects	9
We	ek 2 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Trii-Cities	Nashville	
10	11 ◆ Respectful Workplace: Staff—AM & PM ◆ Organizational Policies and Practices ◆ Communication Breakdown—AM	12 ◆ Respectful Workplace: Manager's	13 ◆ Respectful Workplace: Staff—AM & PM	14 ◆ Communications Breakdown—AM ◆ Generations for Staff – PM Nashville Respectful Workplace: Staff—AM & PM	Special Projects	16
We	Nashville ek 3	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
17	 ↑ Respectful Workplace: Managers ◆ Giving Employee Feedback (MP) ↑ Principles for Positive 	19 ◆ Organizational Policies and Practices OR ◆ Becoming A Change Agent	Giving Employee Feedback (MP) OR Principles for Positive Performance	21 ◆ New Supervisory Leadership Development OR ◆ Customer Service Zone	Special Projects	23
We	ek 4 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Tri-Cities	Nashville	
24	State of the second of the se	26	Giving Employee Feedback (MP) OR Principles for Positive Performance	28 New Supervisory Leadership Development OR Customer Service Zone Nashville Customer Service Zone	Special Projects	30
31				•	Heari Soluti	ning ons

June 2009

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sat
	Nashville	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
Wee	k1					
	 1 ◆ Respectful Workplace: Managers ◆ Organizational Policies and Practices ◆ New Supervisory 	2 • Respectful Workplace: Managers	3 ◆ Respectful Workplace: Staff—AM & PM	4 ◆ Communications Breakdown—AM ◆ Generations for Staff— PM	5 Special Projects	6
Weel	k 2 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Trii-Cities	Nashville	
7	 Respectful Workplace: Staff—AM & PM Organizational Policies and Practices Communication Breakdown—AM 	9 ◆ Respectful Workplace: Manager's	10 ◆ Respectful Workplace: Staff—AM & PM	11 ◆ Communications Breakdown—AM ◆ Generations for Staff – PM Nashville Respectful Workplace: Staff—AM & PM	12 Special Projects	13
Weel	k 3	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Chattanooga, Knoxville, Memphis	Nashville	
14	 Respectful Workplace: Managers Giving Employee Feedback (MP) Principles for Positive 	16 ◆ Organizational Policies and Practices OR ◆ Becoming A Change Agent	17 ◆ Giving Employee Feedback (MP) OR ◆ Principles for Positive Performance	18 ◆ New Supervisory Leadership Development OR ◆ Customer Service Zone	19 Special Projects	20
Weel	ζ 4 Nashville	Jackson, Tri-Cities	Jackson, Tri-Cities	Jackson, Tri-Cities	Nashville	
21	 Giving Employee Feedback (MP) Respectful Workplace: Managers Generations: Staff—AM 	23 ◆ Organizational Policies and Practices OR ◆ Becoming a Change Agent	24 ◆ Giving Employee Feedback (MP) OR ◆ Principles for Positive Performance	25 ◆ New Supervisory Leadership Development OR ◆ Customer Service Zone	26 Special Projects	27
	& PM	Nashville ◆ Becoming a Change		Nashville ◆ Customer Service Zone	Strate Learn Solution	gie sina
28	29	30]		Soluti	ons